

Values and Behavior Statements

Integrity:

1. We treat people fairly.
2. We trust employees to do the right thing.
3. We are reliable. . . We do what we say we will do.
4. We stand up for what is right.
5. We have clear standards against which behavior is measured.
6. We consistently follow our rules.
7. We explain our decisions.
8. We use public resources only for appropriate public purposes.
9. We start and end meetings on time.
10. We admit when we are wrong.
11. We apologize when our actions offend others.
12. We give credit where credit is due.
13. We communicate directly with people when we are having a problem with them.
14. We do the right thing even when it may not be politically popular.
15. We do not shift the blame to others.

Excellence:

1. We personally take pride and responsibility for the service we deliver.
2. We have written measurable goals for our team for the year.
3. We have written measurable goals for each team member for the year.
4. We review completed work and ask how we can do it better.
5. We seek solutions to problems or ways to improve the work environment.
6. We look outside our team/organization to find ways we can learn to do things better.
7. We anticipate problems before they become severe.
8. We accept feedback and learn from the people we serve.
9. We celebrate innovation throughout the organization.
10. We seek to understand the public's needs, concerns and recommendations.
11. We have expectations for work performance and we communicate those expectations to internal customers (employees), external customers and stakeholders.
12. We exceed expectations.
13. We do not let perfection get in the way of accomplishment.

Inclusion:

1. We listen attentively to all views.
2. We ask internal customers (employees) and external customers their needs and expectations.
3. We identify and hear from all the stakeholders who have an interest in a decision of ours.
4. We actively seek to hire and promote individuals who reflect our diverse citizenry.
5. We draw upon the varying backgrounds, knowledge, points of view and talents of our team.
6. We demonstrate respect for all demographic groups within our diverse citizen-customer base.
7. We collaborate with federal, state and community agencies to address customer needs.
8. We publicly recognize everyone's contribution to the team's success.
9. We develop shared solutions.
10. We seek advice and/or information from those who are impacted or touched before decisions are made.
11. We keep stakeholders in the loop on decisions which will impact their customers.
12. We trust employees to do the right thing.
13. We defer to the opinion of those closest to the customer.